

Using the Internet to Transact Business

The Internet has changed the way the world lives and we are working to do more business and provide more customer service via this technology. We use the Web to provide a great deal of programmatic information to the public and to facilitate our administrative work. There are many Web sites identified throughout this document. Here are some examples.

Programmatic Uses of the Internet

- FDA's MedWatch collects and provides information about dangerous drug interactions.
- FDA's Healthfinder is a clearinghouse of consumer information on health.
- NIH's online medical research library provides information in all areas of medical research.
- CDC's Home Page has Travel Alerts providing information about foreign disease outbreaks.
- NIH's web site provides both the general public and NIH staff with significant amounts of information pertaining to the policies, practices and funding opportunities of NIH granting and training processes.
- SAMHSA's Knowledge Exchange Network (KEN) provides Americans with free information about mental health and mental illness as well as referrals to community mental health organizations and self-help groups.
- HCFA's State Children's Health Insurance Program provides information on how to apply for a state-run SCHIP program.

Administrative Uses of the Internet

- The HHS Office of Finance established a web site for HHS travelers to provide information about travel policy as well as links to other important travel-related web sites.
- The HHS Office of Grants and Acquisition Management posts contracting opportunities on the web.
- HHS job postings are available on the web.
- The HHS Office of Finance established a web site to collect program information for the Catalog of Federal Domestic Assistance.
- HHS now uses an internet application to collect data for the preparation of the Department's consolidated financial statements.
- HHS fact sheets are available on the World Wide Web at: <http://www.dhhs.gov>.
- HCFA's www.medicare.gov website was designed with the beneficiary in mind and offers easy to read information about the Medicare programs, health plan options, costs, benefits, performance and satisfaction, nursing homes, publications including Spanish and Chinese versions, and wellness information.
- HCFA's www.medicare.gov website has an important contact database that has over 3,000 phone numbers for Medicare-related agencies and partners across the United States. A Beneficiary Outreach Calendar allows beneficiaries, and those who act on behalf, to search for information about local events, health affairs, or educational meetings.

